

25 January 2017

Ordinary Council

Progress Update on Key Corporate Projects

Report of: *Philip Ruck, Chief Executive*

Wards Affected: *All*

This report is: *Public*

1. Executive Summary

- 1.1 This report provides an update on the achievements and targets to date of the key corporate projects of the Council.
- 1.2 These are currently defined as:
 - a) The Town Hall & Service Delivery Hub
 - b) The Local Development Plan (LDP)
 - c) The Town Centre (incorporating William Hunter Way)
 - d) The Transformation Agenda of the Council
- 1.3 The above is not an exhaustive list and other projects may be incorporated as determined by the committee. However, such projects are defined as being integral to the delivery of the revised Corporate Plan 2016-2019.

2. Recommendation

- 2.1 That Members agree to the actions and timescales incorporated in the report.**

3. Introduction and Background

- 3.1 This report provides an update on the position of the projects to date and upcoming actions.
- 3.2 The four projects referred to in 1.2 above are considered key for the following reasons.

Project	Validation
The Town Hall & Service Delivery Hub	Will support the transformation of service delivery, provide modern and effective customer services as well as increased utilisation of existing assets for the Council and partner organisations.
The Local Development Plan (LDP)	Will broaden the range of housing in the Borough and guide infrastructure delivery to meet the needs of our population now and in the future.
The Town Centre (incorporating William Hunter Way)	Will promote the use of Council assets to promote sustainable development in the Borough whilst supporting the future local economy.
The Transformation Agenda of the Council	Will utilise alternative methods of service delivery, develop new ways of working for the Council and modernise service delivery, whilst delivering greater value for money.

4. Project Update

4.1 Town Hall and Service Delivery Hub

4.1.1 The following actions have been completed since the previous report to PF & R Committee:

- Recommendations agreed at Full Council on the 19th October to progress the scheme for residential, back office, civic centre and Hub.
- Project Team, Mechanical & Electrical, architect, structural engineers and quality assurance professionals are being engaged with to begin the more detailed design for the specification and procurement exercise to obtain contractors
- Begun work on the relocation sites for council services while remodelling at the Town Hall takes place
- Police specification nearly complete
- Family Mosaic Pilot in reception started
- CAB Pilot started in reception started
- JCP/DWP Pilot in reception started

- Presented the Town Hall and specifically the Hub proposals to CVS Annual Meeting
- Working with Job Centre Plus / Department for Work and Pensions to identify space to work from temporarily during the remodelling works from October 2017
- Spoken to Foodbank regarding the vacating of the Town Hall and will be setting up a meeting to discuss
- We have continued to work with Essex Police to relocate to the Town Hall prior to Town Hall redevelopment
- Town Hall drop in session on temporary relocation options held
- Officers have continued to engage with those involved in the Hub to develop layout and costings

4.1.2 The following actions are to be taken in the next three months:

- Specification for work to the Police area to go out to procurement
- Work to the office which will house the Police area to begin
- 'Provide' pilot to start
- Meet with Papworth Trust and determine future provision and interest in the Hub
- Meet with Foodbank to discuss vacating the office space
- Agree the temporary relocation sites for Council Services
- Work up detailed costings for temporary relocation sites
- Review the space allocation with a view to generate further revenue at the Town Hall following recent budget announcements by the government
- Report to Assizes Trust to be developed and presented to free up assets and revenue
- Begin work on the detailed specification and plans for the Town Hall, the Hub, car parks and grounds
- Continue to work with all third parties to secure tenure within the Hub
- We are currently negotiating with another potential large user of the facility to agree financial implications

4.2 Local Development Plan

4.2.1 The following actions have been completed since the previous report to PF & R Committee:

- Undertook first stage of Community Infrastructure Levy (CIL) consultation, the preliminary draft charging schedule. This included completion of initial technical evidence on local economic viability

to inform an appropriate charge. Public consultation took place between 27 October and 8 December 2016.

- Progress made drawing together evidence to form part of the Infrastructure Delivery Plan (IDP) to be published alongside the LDP and CIL, and kept as a live source of information regarding infrastructure needs. This has included research and meetings with various Infrastructure providers and stakeholders. A session was held with Parish Council representatives on 17 November 2016 to focus on local infrastructure needs in rural areas.
- Published Issue 11 of the LDP Newsletter and shared with all those registered on the consultation database in order to provide an update on progress.
- Dunton Hills Garden Village selected by Government to receive funding and support as part of the locally-led garden villages programme. This followed the Council's expression of interest made in summer 2016. Dunton Hills was named as one of 14 successful schemes from 51 bids submitted.
- Progress made on technical evidence to inform the LDP, including securing resource to undertake housing and employment land assessments.
- Reconvened the LDP Member Working Group.
- Published monitoring data, as part of the Council's authority monitoring report, on both housing delivery 2015-16 and housing supply (five year supply 2017-2021).

4.2.2 The following actions are to be taken in the next three months:

- Agree revised LDP timetable along with accompanying documents. To include a further focused public consultation on specific issues, such as the housing and employment land strategy. This will involve completion of key evidence base and accompanying information.
- Continue discussions with the Department of Communities and Local Government on the revised LDP timetable.
- Continue dialogue with the Homes and Communities Agency regarding the Dunton Hills Garden Village project.
- Publish monitoring data on employment and retail information, as well as duty to cooperate work undertaken.

4.2.3 The timeline provided as an appendix to this report requires minor updates that are not available at the time of writing but will be reported to Members at the next Policy, Finance and Resources Committee on 31st January 2017.

4.3 Town Centre Design Plan (incorporating William Hunter Way)

4.3.1 The following actions have been completed since the previous report to PF & R Committee:

- Appointed urban design specialist Levitt Bernstein to assist us prepare the Brentwood Town Centre Design Plan. The wider project team includes expertise in design, architecture, planning, economics viability, transport and accessibility.
- Set a work programme and held various project team meetings with involvement from the Town Centre Member Steering Group.
- Completed phase one of the project in November 2016, which included mobilisation, baseline and database development, and urban design analysis. This was made up of a number of workstreams, such as understanding context; survey work; research planning and historic context; and the economic context.
- Completed phase two of the project in December 2016, which included developing conceptual layouts and an appraisal of options. This was made up of a number of workstreams, such as developing options; feasibility and market demand; developing scenarios; identifying preferred options; and circulating an early first draft of the plan for comment.

4.3.2 The following actions are to be taken in the next three months:

- Undertake phase three of the project during January and February 2017, which will include finalising the Design Plan and vision. This will involve a number of workstreams, such as agreeing a preferred option across identified opportunity sites, preparing the final report and consular at Team reports (focusing on economic viability and transport movements among other things); preparing material for the consultation exhibition event; and issuing the final report.
- Further design team meetings, involvement of the Member Steering Group and drawing together with the LDP Member Working Group for key aspects to feed into the LDP.
- Hold a consultation exhibition event with focused invite list to key Town Centre stakeholders.
- Issue William Hunter Way car park development brief to inform bids for redevelopment proposals.
- Adopt Brentwood Town Centre Design Plan to enable weight to be applied when determining planning applications in the Town Centre and to provide additional detail to future LDP policies.

4.4 The Transformation Agenda of the Council

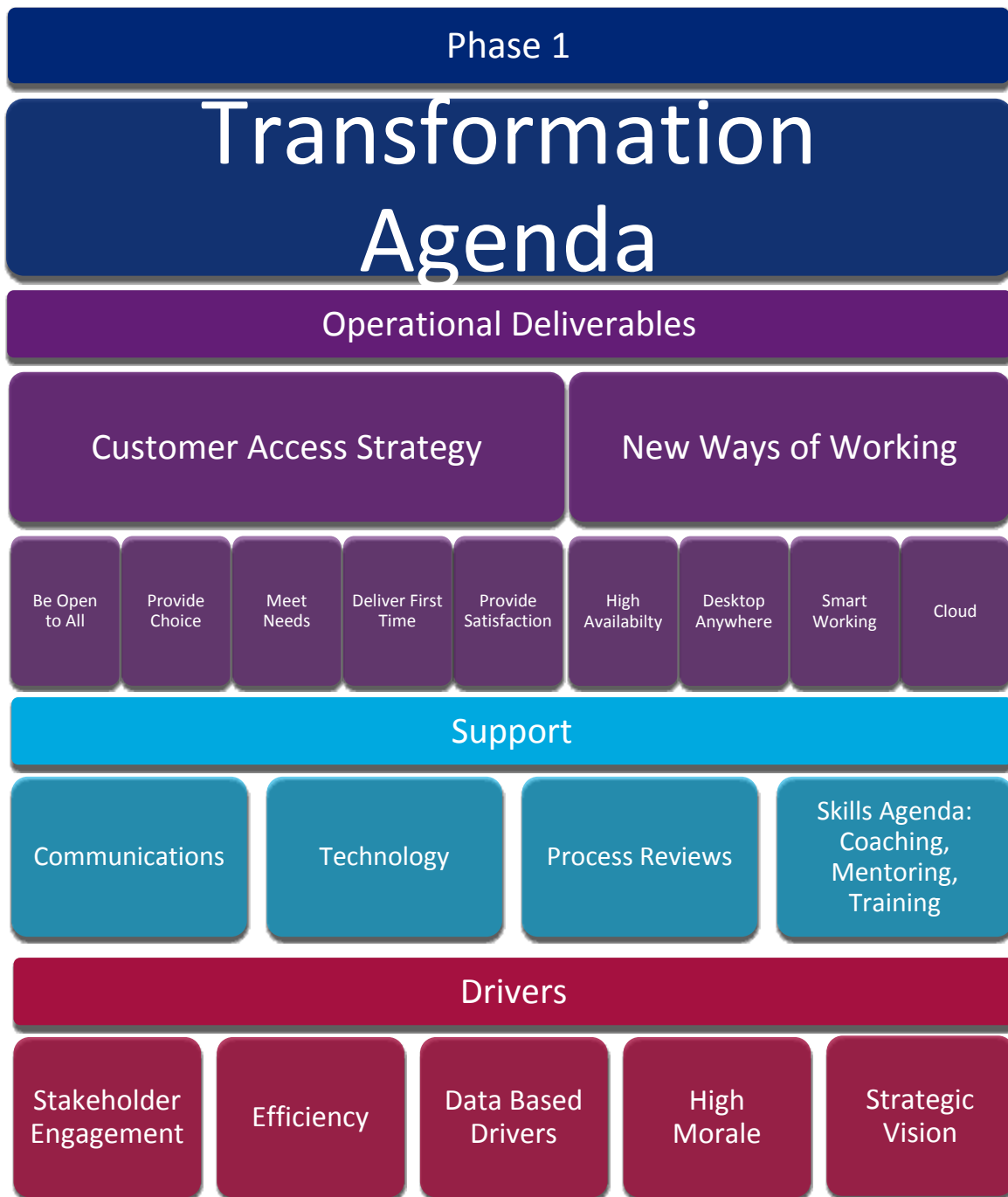
4.4.1 The following actions have been completed since the previous report to PF & R Committee:

- Review of services' online offer
- New complaints policy published
- Customer service training undertaken by key staff
- Revenues and Benefits shared service with Basildon
- Planning review commenced and action plan developed
- Payment kiosk installed in reception to enable self-service payments
- Customer service benchmarking using SOCiTM software
- Customer portal, Customer Relationship Management (CRM) and bookings system options analysis and decision made
- E-forms migrated to Azure cloud to increase security and provide high availability of service
- Office 365 + Planner Project group released to enable collaborative working
- Cloud desktop created as proof of concept
- Datacentre at The Brentwood Centre decommissioned
- Sway is being trialled as a way of creating and sharing interactive reports and presentations and of replacing internal microsites

4.4.2 The following actions are to be taken in the next three months:

- SharePoint launched to create websites, with a place to store, organise, share and access from any device
- Yammer will be trialled as a way for teams to communicate and collaborate
- Skype for Business audio conferencing will enable teams and external partners to communicate remotely, enabling them to call, message and share with powerful collaboration tools
- Housing review commences
- The customer portal, CRM and booking project will be prepared and implementation undertaken
- The core network will be replaced to improve speed and resilience as well as lower maintenance costs
- Mobile devices are being trialled in Housing, Planning and Environmental Health to support more efficient working practices.
- Skype for Business full telephone client is being reviewed for suitability
- Upgrade of the Council's intranet using Office 365 technologies

4.4.3 A schematic of Phase 1 of the Transformation Agenda is provided below:



5. Reasons for Recommendation

5.1 To ensure that the Corporate Plan 2016-2019 is supported by projects that deliver the necessary change.

6. Consultation

6.1 Not appropriate at this stage

7. References to Corporate Plan

7.1 A Modern Council transforming its services to improve efficiencies and economies through new ways of working.

8. Implications

Financial Implications

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8.1 These will be fully evaluated as part of the business case process

Legal Implications

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8.2 The legal implications in respect of service level agreements etc. will need to be considered in detail should this option be progressed.

Other Implications (where significant) – i.e. Health and Safety, Asset Management, Equality and Diversity, Risk Management, Section 17 – Crime & Disorder, Sustainability, ICT.

8.3 These will all be addressed should the option be progressed.

9. Background Papers

9.1 None at this stage

10. Appendices to this report

10.1 Key Corporate Projects Timeline

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